



FEMA

W-12073

September 26, 2012

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the
National Flood Insurance Program (NFIP) Servicing Agent

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – FICO 299 Hammond, LA, FRO
Contact Information Update

Bulletin W-12061 announced the opening of a Flood Response Office (FRO) to coordinate with the WYO Companies and the NFIP Direct to provide guidance, define the scope of coverage, and assist with the re-inspection of losses. The permanent phone number is established and is listed below. The FRO is operating at the following location:

NFIP Flood Response Office
1712 Southwest Railroad Ave.
Hammond, LA 70403
985-543-6659

The FRO operating hours are Monday through Friday 8:00 a.m. to 5:00 p.m. and Saturday 8:00 a.m. to 12:00 p.m. (noon). The Bureau's contact person at the FRO is iService NFIP General Adjuster Mark Jordan.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting